HAIVISION

IMPORTANT NOTICE

Thank you for choosing Haivision!

LET'S GET STARTED!

- Inspect the package. Contact the carrier service within 24 hours if anything is damaged from shipping.
- If anything is missing from your package, open a case in the Haivision Support Portal so that we can resolve the matter quickly: https://support.haivision.com/s/create-case
- Otherwise, refer to the Quick Start Guide (included) to perform the initial setup. You will need the default credentials and settings shown on this card.
- Create your support portal account at https://support.haivision.com/s/signup. This will give you access to technical support and updates.

READ BEFORE USING

THE LICENSED SOFTWARE IS PROTECTED BY COPYRIGHT LAWS AND TREATIES. READ THE TERMS OF THE FOLLOWING END USER (SOFTWARE) LICENSE AGREEMENT ("AGREEMENT") CAREFULLY BEFORE ACCESSING THE LICENSED SOFTWARE. BY SCANNING THE QR CODE TO REVIEW THIS AGREEMENT AND/OR ACCESSING THE LICENSED SOFTWARE, YOU CONFIRM YOUR ACCEPTANCE OF THIS AGREEMENT. IF YOU DO NOT AGREE TO THESE TERMS, HAIVISION IS UNWILLING TO LICENSE THE LICENSED SOFTWARE TO YOU AND YOU ARE NOT AUTHORIZED TO ACCESS THE LICENSED SOFTWARE.

Scan the QR code at left to view the Software End User License Agreement.
If you have questions, please contact legal@haivision.com

DEFAULT CREDENTIALS

For security purposes, Haivision strongly advises that you change the default passwords during initial configuration.

USAGE	USERNAME	PASSWORD
ADMINISTRATORS		
Makito X Series		
Web UI	admin	manager
Air, Pro, Rack, StreamHub & Manager		
Web UI [1]	admin	password
StreamHub & Manager		
Console UI	config	*See front panel label*
Other Products		
Web UI	haiadmin	manager
Console UI	hvroot	hairoot
USERS		
All Products [2]		
Web UI	user	public
Web UI	operator	supervisor

[1] Admins can also allow access to the Web UI on **Air** and **Pro** via Wi-Fi. For details, please refer to the User Guides available from the InfoCenter.

[2] There are no user accounts on **Air**, **Pro**, **Rack**, or **EMS**. Default user accounts on **Makito X** series and **Kraken** must be unlocked by an admin.

DEFAULT NETWORK SETTINGS

IP	MASK	GATEWAY
Air, Pro, Rack, StreamHub/Manager (LAN1) & STBs		
DHCP	–	–
StreamHub/Manager (LAN2) & Other Products		
10.5.1.2	255.255.0.0	10.5.0.1

THE HAIVISION INFOCENTER

All the information you need is on the Haivision InfoCenter: https://doc.haivision.com

You can access Haivision documentation from any device — anytime, anywhere.

This site features:

- The latest user documentation for configuring and managing your Haivision products.
- Solution documentation to provide you with integrated content across product lines.
- Walk-throughs, best practices, warranty/licensing information, and more!

First-Class Support & Services For Your Success.

24/7 phone support is available so you can be set up in no time, and supported when you need it.
Contact us to learn more.

North America: **+1.877.224.5445 (toll free)**
International: **+1.514.334.5445**

support@haivision.com